

E-01345A-11-0224

ORIGINAL

ARIZONA CORPORATION COMMISSION



0000132812

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101197

Date: 12/9/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: James B.

Hazelbaker

Account Name: James B. Hazelbaker

Home:

Street:

Work:

City: Prescott

CBR:

State: AZ Zip: 86301

is:

Utility Company: Arizona Public Service Company

Division: Electric Arizona Corporation Commission

Contact Name: For assignment DOCKETED

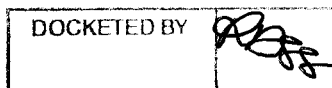
Contact Phone:

Nature of Complaint:

DEC 12 2011

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Customer sent the following -



I am contacting the Corporation Commission to express my thoughts + opinions on two recent mailing I received from Unisource Gas and Arizona Public Service Company. Both company's feel they deserve a rate increase again after just being granted on increase. As a public utility, with a near government monopoly, and feeling they should be guaranteed a 6 to 10% rate of return at the expense of the consumers is just wrong. When both of these company's waste so much money, and not accounted for it is so wrong for the Corporation Commission to grant an increase to either of the them, at this time or the near future.

Natural gas is abundant in America. With the economy down, fewer homes and business using natural gas, Unisource should have planned better and with a surplus of natural gas, then our rates should be going down, not up for years to come. The customers should not have to be charged for there poor planning + mistakes. Arizona Public Service has washed money thousands of dollars on "smart meters" and "green" energy that is not needed or wanted by the customer. Or the "smart meters" we were told "there is no Opt Out - you have no choice". Again "we" the customers must pay for APS's mistakes for poor planning and waste.

I have lived in Arizona for over 20 yrs and have yet to see the Corporation Commission totally refuse a rate increase to either of these monopoly's. It is time for the Commission to represent the customers of Arizona and tell Unisource and APS you must live within your means as your customers must do. No rate increase now and for the future. In fact the rate needs to be rolled back to the 2007 rates and stay there for the for seeable future until the economy turns around.

The customer is continually asked to conserve, conserve, conserve, turn off lights, set your thermostat lower. When this is done, our reward is a granted increase to APS & Unisource and our savings is wiped out.

My APS bill should be around \$25 to \$27 per month. With all of the adjustments, delivery charges, electric

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charges, ect, ect, granted by the Commission my bill is up to \$45 to \$56 per month. The more we conserve the more we are charged.

My Unisource gas bill, which is a pre pay has increased from \$48 per month to almost \$100 per month in 5 yrs.

As stated earlier a 6 to 10% rate is today is out of reason. This needs to stop now with a firm NO- it will.

Thank you
James B. Hazelbaker
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control in both rate case dockets.

End of Comments

Date Completed:

Opinion No. 2011 - 101197
